



UNDER SECRETARY OF DEFENSE
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WASHINGTON, D.C. 20301-4000

NOV 26 1991

PERSONNEL AND
READINESS

The Honorable Duncan Hunter
Chairman
Committee on Armed Services
U.S. House of Representatives
Washington, DC 20515

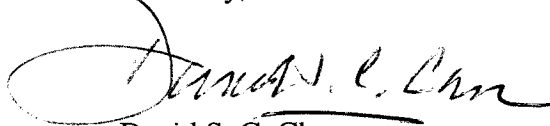
Dear Mr. Chairman:

The enclosed report responds to the House Report of the Committee on Armed Service of the House of Representatives (H.R. 107-436), which requested that the Secretary of Defense assess the ability of the Military Services to update information in the Defense Enrollment & Eligibility Reporting System (DEERS) in a more timely and accurate manner, including a plan to make any necessary improvements.

This report describes the Department's efforts to improve the timeliness, accuracy, and validity of data submitted through the individual Service personnel systems. High quality data continue to be provided to DEERS. Implementation of the Defense Integrated Military Human Resource System (DIMHRS) will move the Department closer to a goal of 100 percent accuracy. The report recommends that the Service data managers continue to work closely with the Defense Manpower Data Center (DMDC) to ensure that data submitted to DEERS are accurate and timely.

I am committed to providing superior health care for all beneficiaries. The improvements outlined in this report will significantly contribute to this goal. Thank you for your continued interest in providing quality health care to all of the Department's beneficiaries through the use of the DEERS.

Sincerely,



David S. C. Chu

Enclosure:
As stated

cc:
The Honorable Ike Skelton
Ranking Member



Report to Congress



Department of Defense
Defense Enrollment and Eligibility Reporting System
November 1, 2003

Executive Overview

The Report of the Committee on Armed Services of the House of Representatives (Report 107-436) requested that the Secretary of Defense provide a report to the Senate Committee on Armed Services and the House Committee on Armed Services with an assessment of the ability of the Military Services to update information in the Defense Enrollment and Eligibility Reporting System (DEERS) in a more timely and accurate manner. If necessary, this should include implementing a plan to make the improvements the Secretary believes are necessary.

The DEERS database is an automated information system designed to maintain personnel information on Service members and dependents eligible for military benefits and entitlements, to detect and prevent fraud and abuse in the distribution of these benefits and entitlements. It is maintained at the Defense Manpower Data Center (DMDC) in Seaside, CA. This report responds to the House Armed Services Committee request.

This report details the current process for updating personnel information in DEERS and assesses the ability of the Military Services, DMDC and DEERS to update information in a more timely and accurate manner. The following areas are covered:

- Current operational procedures by which the Services provide personnel information to DMDC/DEERS.
- Discussion on the current timeliness, validity, and accuracy of the Military Service personnel data.
- Military Services' efforts to improve timeliness, validity and accuracy of their personnel information.
- DMDC's efforts to improve timeliness, validity and accuracy of personnel information within DEERS.
- Discussion on future personnel system enhancements (i.e., Defense Integrated Military Human Resources System (DIMHRS)).

DMDC/DEERS Process

DMDC receives personnel information from several systems for updating DEERS. A discussion of each of these update processes is given below.

United States Military Entrance Processing Command (USMEPCOM)

USMEPCOM Headquarters receives daily real-time feeds from each of the 65 Military Entrance Processing Stations (MEPS) located across the United States. On a daily basis, MEPCOM headquarters submits a daily file to DMDC that contains information on all of the individuals processed and examined at each of the MEPS on that particular day. The file contains personal data, medical data, and administrative data. On a monthly basis, the file manager consolidates the daily submissions, validates and edits the data and produces an edited file.

Military Service Components

The Military Service Components are responsible for preparing and submitting a Master File and a Transaction file to DMDC which provide personnel data that is used to determine a member's eligibility for benefits and entitlements within DEERS.

References: Department of Defense Instructions (DoDI) 1336.5, "Automated Extract of Active Duty Personnel Records," and 7730.54, "Reserve Components Common Personnel Data System (RCCPDS)." The Master File is a snapshot that reflects the attributes of each Service member as of the last day of the month. Each Service Component is responsible for submitting separate officer and enlisted Master Files to DMDC on a monthly basis. The Transaction File reports any change to a member's personnel status during the reporting period. Personnel status changes include gains, losses, enlistment extensions, and immediate re-enlistments. Additional items reported include changes to a member's social security number, name, pay plan, pay plan grade, assigned unit, or duty unit. Each Service Component is responsible for submitting a Transaction File. Transaction Files are to be forwarded to DMDC as frequently as the Service Component can provide them, with the minimum requirement being weekly.

DMDC/DEERS

The Military Services submit the Master and Transaction files to the appropriate DMDC File Manager. These file managers ensure that an exact copy of each submission file is made and retained indefinitely for reference. The submission files are then immediately validated against the standards published in DoDI 1336.5 and 7730.54 and edited against DoD and DEERS standards. When each of the Service's active duty Master Files have been received and validated, the file managers create an Active Duty Master Edit file, an Active Duty Transaction file, a Reserve Master Edit file, and a Reserve Transaction file. These files, along with the MEPCOM file, are sent to an automated process which combines the input files into a single file for loading into the DEERS database. As part of this process, some records with major problems are not forwarded to be loaded into the DEERS database, but are sent to an error file. If there is some lesser ambiguity about the record it is sent to a research file to be reconciled.

An automated process loads the file into DEERS and generates a list of errors for those records that are unable to be loaded. There are a number of reasons a record may generate an error rather than be loaded into the database. If the data conflicts with current DEERS data, the program assumes the DEERS data is correct and will not load the inconsistent data. There are approximately 100 different criteria that might cause the loading of a record to generate an error.

As a check to prevent valid transactions from being unreported or misreported, the DMDC file managers perform a Master File comparison between the current month and the previous month's submission. This comparison identifies potential unreported gains or losses. These gains and losses are compared against the transactions received for that month. If there are gains or losses that are unaccounted for in the transaction file, they are passed on to the DMDC Service liaisons who then contact their respective Service to resolve the discrepancy. Any subsequent gains and losses are not entered into DEERS until the Service Component submits the appropriate transaction record. The monthly master file comparison also looks for changes from month to month in a specified set of data elements. Changes are forwarded to DEERS regardless of whether they are corroborated by the transaction files. The extensive processing of the personnel information outlined above attempts to prevent any corrupt data from entering the DEERS database.

Timeliness, Validity, and Accuracy Defined for the Purposes of this Report

Timeliness

Timeliness for the Master Files is concerned with the prompt receipt of the Service Component personnel data as outlined in the respective DoDIs.

For Active Duty, DoDI 1336.5 paragraph 5.3.1 states, in part:

“At the end of each month each Military Service shall prepare separate Enlisted and Officer Master Files or, optionally, a Combined Master File, and a UIC address file.”

For the Reserves, DoDI 7730.54 paragraph 4.3.2 states,

“Prepare at the end of each month, and submit within 20 calendar days, a “Master Officer File” and “Master Enlisted File” reflecting the status of each member of the RC as of the last day of each month, as stated in enclosure 2 and enclosure 5.”

Timeliness for the transaction files refers to how quickly transactions are submitted by the Military Services after their actual occurrence.

For Active Duty, DoDI 1336.5 paragraph 5.3.2 states, in part:

“At the end of each reporting cycle, not less than weekly, each Military Service shall prepare separate Enlisted and Officer Transaction Files, or optionally, a Combined Transaction File.”

For the Reserves, DoDI 7730.54 paragraph 4.3.3 states, in part:

“Transaction file submissions shall be at least weekly to include all daily submissions authorized as of the date of submission. Transactions within 30 days of the transaction effective date of the file due to data lag shall not be considered late.”

Validity and Accuracy

Validity checking ensures that a submitted value is part of a standardized domain value set. Accuracy ensures that the data associated with an individual is without error.

This report addresses data submission timelines, required data elements, the format, and the valid values for most of the elements as required by DoD instructions. It does not address data accuracy or relational integrity for the data elements. To adequately verify the accuracy of the data submitted to DEERS would require a comparison with the data in the Service member's personnel folder.

Military Service Personnel Systems

Army Personnel System

The Total Army Personnel Database (TAPDB) serves as the repository for Active Duty, Reserve and Guard Army data. The Standard Installation/Division Personnel System 3 (SIDPERS 3) is the current external database used to process personnel information updates to TAPDB. SIDPERS 3 is being augmented with the Electronic Military Personnel Office (eMILPO) application. eMILPO is a web based application targeted to be accessible 24x7 worldwide. The implementation of eMILPO began in August 2003.

Air Force Personnel System

The Active Duty Air Force, Air National Guard and Air Reserve implemented a total force personnel system in May 2001 – the Air Force Military Personnel Data System Modernization program, also known as MILMOD.

When MILMOD was officially deployed in May 2001, it had problems creating the necessary personnel submission files to update DEERS. MILMOD's business rules were overwriting valid data in the personnel master file. Due to an error in MILMOD's logic, it is currently unable to create an automated personnel Transaction File at this time. Currently, Air Force Active Duty, Reservist and Air National Guard transaction submissions are derived from a monthly matching between current and prior month Master files.

Effective in early August, the Air Force began testing a weekly submission of Active Duty, Air National Guard and Reserve transactions that is still being evaluated. To date, the Active Duty files are finished, and the Reserve Component files are under review. The Air Force expects to be through the testing phase and begin weekly submission of file transactions in Fiscal Year 2004.

Navy Personnel System

The Navy utilizes the Navy Personnel Database (NPDB), a warehouse which stores data from the Officer Personnel Information System (OPINS), Navy Enlisted System (NES), and the Inactive Manpower and Personnel Management Information System (IMAPMIS). NPDB reports active and reserve officer and enlisted personnel information to DMDC. The Navy Standard Integrated Pay/Personnel System (NSIPS) is a field input system that provides data to the aforementioned personnel systems, NSIPS does not interface with, nor does it provide personnel data to DMDC/DEERS.

Marine Corps Personnel System

The Marine Corps extracts a monthly Master[KLH15] File and Transaction File from the Marine Corps Total Force System (MCTFS). Both active duty and reserve submissions are made from MCTFS.

Coast Guard Personnel System

The Coast Guard extracts a monthly Master file and Transaction file from the Angel 4 system. Both active duty and reserve submissions are made from Angel 4.

Timeliness of Military Service Personnel Master File Submissions

Currently, the majority of the Master Files are transmitted electronically. Table 1.1 shows the submission timeline of each of the Military Service Master Files. All of the Services currently meet the timeliness requirements of DoDI 1336.5 and 7730.54 for submission of these files.

Table 1.1 Master File Submission Timeline

Service	DMDC Receipt of Submission
Army	20 th of the month
Army Reserves	1 st of the month
Army National Guard	1 st of the month
Navy	8 th of the month
Navy Reserves	19 th of the month
Air Force	11 th of the month
Air Force Reserves	10 th of the month
Air National Guard	10 th of the month
Marine Corps	1 st of the month
Marine Corps Reserves	1 st of the month

Coast Guard	1 st of the month
Coast Guard Reserves	14 th of the month

Timeliness of Military Service Personnel Transaction File Submissions

The submission frequency of the Transaction Files varies by Service from daily to monthly. The majority of the Transaction Files are submitted electronically. Table 1.2 shows the submission timeline of each of the Service Component's Transaction Files. The table highlights how quickly a transaction is received from the actual date of occurrence. The following Service Components are currently not meeting the requirements specified in DoDI 1336.5 and 7730.54 of submitting Transaction Files on at least a weekly basis: Air Force (all Components), Coast Guard Active Duty, and Navy Reserve.

Table 1.2 Transaction File Submission Timeline

Service	Submission Frequency	% Received within 1-7 Days	% Received within 8 – 30 Days (weekly), 1 – 30 Days (monthly)	% Received over 30 Days
Army Regular Officer	Weekly	22%	65%	13%
Army Regular Enlisted	Weekly	8%	61%	31%
Army Reserve Officer & Enlisted	Daily	78%	6%	16%
Army National Guard Officer & Enlisted	Weekly	0%	72%	18%
Navy Regular Officer	Daily	100%	0%	0%
Navy Regular Enlisted	Daily	100%	0%	0%
Navy Reserve Officer & Enlisted	Monthly	0%	92%	8%
Navy Reserve Officer & Enlisted	Daily	100%	0%	0%
Air Force Regular Officer	Monthly	0%	70%	30%
Air Force Regular Enlisted	Monthly	0%	91%	9%
Air Force Reserve Officer & Enlisted	Generated by DMDC monthly	N/A	N/A	N/A
Air National Guard Officer & Enlisted	Generated by DMDC monthly	N/A	N/A	N/A
Marine Corps Regular	Weekly	80%	12%	8%

Officer				
Marine Corps Regular Enlisted	Weekly	72%	24%	4%
Marine Corps Reserve Officer & Enlisted	Weekly	69%	9%	22%
Coast Guard Regular Officer	Monthly	0%	65%	35%
Coast Guard Regular Enlisted	Monthly	0%	70%	30%
Coast Guard Reserve Officer & Enlisted	Weekly	0%	61%	9%

Validity of Military Service Personnel Masters Submissions

Data Validity

For the Active Duty files, this report focuses on validity assessments of seven items from the Master and Transaction Files. These items were selected because they are used to determine a member's enrollment and eligibility in DEERS. The seven items are as follows:

- ◆ Active Duty Base Date -- A constructed date that establishes the beginning of a member's creditable active federal military service. The reported date may be adjusted for breaks in service and lost time.
- ◆ Uniformed Service Initial Entry Date -- The date an individual was first appointed, enlisted, or conscripted into a Uniformed Service.
- ◆ Person Birth Date -- The date when a person was born.
- ◆ Uniformed Service Pay Grade Code -- The identifier that represents a schedule for monetary compensation.
- ◆ Uniformed Service Organization Component Code -- The code which represents a subdivision of an officially sanctioned organization whose members wear military attire.
- ◆ Separation Program Designator Code -- The code which defines the circumstances under which a member ended a period of active service.
- ◆ Military Service Characterization Code -- The code that represents the evaluation of a member's conduct and performance during a period of military service.

The validity of these seven items was assessed by comparing the submitted values against the values required in the associated DoDI. The match was stratified by Service and pay grade. The Army, Air Force, Navy, Marine Corps, and Coast Guard were included. An initial acceptable validity level was established at 90 percent or higher. Anything below 90 percent warranted immediate review. Table 2.1 shows the number of Services that are reporting at a 90 percent validity rate or higher for the particular item. Figure 1.1 focuses on the data items, by Service, that are being submitted with a validity rate below 90 percent. A table of the seven items with the validity rates by Service and pay grade is provided in Appendix A.

Table 2.1

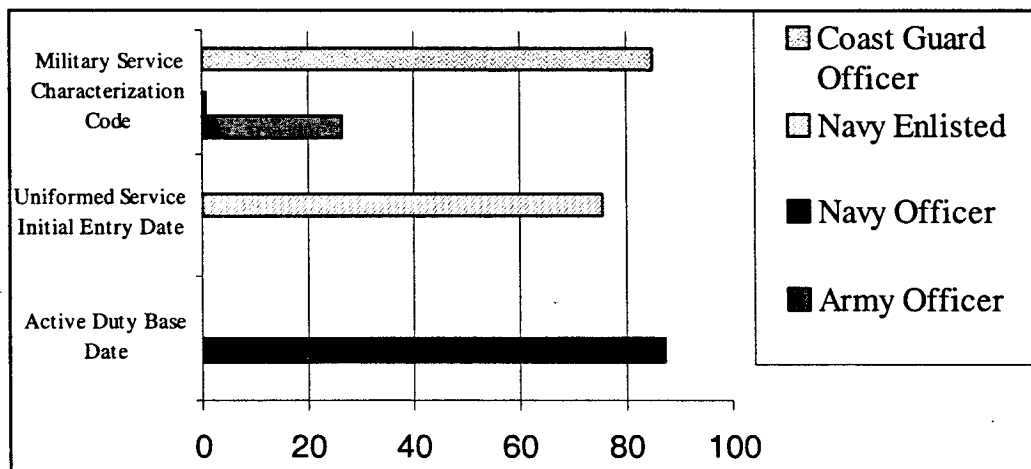
Number of Active Components Submitting Items at a 90% Validity Rate or Higher

Data Item	Active Components Submitting at $\geq 90\%$ (5 Total Components)	Active Component Submitting at $< 90\%$
Active Duty Base Date	4	Navy
Uniformed Service Initial Entry Date	4	Navy
Person Birth Date	5	N/A
Uniformed Service Pay Grade Code	5	N/A
Uniformed Service Organization Component Code	5	N/A
Separation Program Designator Code	5	N/A
Military Service Characterization Code	2	Army, Navy, Coast Guard

Note: N/A = Not Applicable.

Figure 1.1

Active Components by Pay Grade that are Reporting at Less than 90% Validity



For the Reserve files, this report focuses on 16 items from the Master and Transaction File submissions that are used by DEERS to determine enrollment and eligibility. Following are definitions for the 16 items:

- ◆ Reserve Category Code -- The code that represents the mobilization potential of a reserve member.
- ◆ Person Birth Date -- The date a person was born.
- ◆ Home Mailing Address
- ◆ Uniformed Service Initial Entry Date -- The date an individual was first appointed, enlisted, or conscripted into a Uniformed Service.
- ◆ Reserve Forces Initial Entry Date -- The date that an individual affiliates or enlists in any Reserve Component for the first time. This date is fixed and is not adjusted for breaks in Reserve Component Service.
- ◆ Active Duty Begin Date -- The date on which a member starts active duty for 31, or more, consecutive days, thereby becoming eligible for full active duty benefits.
- ◆ Active Duty End Date -- The date on which a member will have terminated active duty for 31, or more, consecutive days, thereby ending eligibility for full active duty benefits.
- ◆ Ready Reserve Service Projected End Date -- The constructed date on which a member's period of service in the Ready Reserve, incurred through contractual provisions, expires.
- ◆ Enlisted Reserve Service Agreement Begin Date -- The date that the current enlisted reserve service agreement came into effect.
- ◆ Selected Reserve Service Projected End Date -- The date that an enlisted member is projected to leave Selected Reserve Service.
- ◆ Pay Plan Grade Identifier -- The code which represents a pay category or a schedule for monetary compensation.
- ◆ Standby Reserve Status Begin Date -- The date the member was assigned to a Reserve Category in the Inactive Standby Reserve.
- ◆ Retired Reserve Status Begin Date -- The date the member was assigned to a Reserve Category in the Retired Reserve.
- ◆ Reserve Personnel Transaction Type Code -- The code that represents the specific kind of batch transaction that last updated the personnel record.

- ◆ Separation Program Designator Code -- The code which defines the circumstances under which a member ended a period of military service.
- ◆ Military Service Characterization Code -- The code which represents the evaluation of a member's conduct and performance during a period of military service.

The validity of these 16 items was determined by matching the submitted values against the DoDI 7730.54 published values. The match was stratified by Military Service and pay grade. The Army National Guard, Army Reserve, Navy Reserve, Marine Corps Reserve, Air National Guard, Air Force Reserve, and Coast Guard Reserve were included. An initial validity level was established at 90 percent or higher. Anything below 90 percent warranted immediate review. Table 3.1 shows the number of Reserve Components that are reporting at a 90 percent validity rate or higher for the particular item. Figure 2.1 focuses on the items by Reserve Components that are being submitted with a validity rate below 90 percent. A table of the 16 items with the validity rates by Military Service and pay grade is provided in Appendix B.

Table 3.1

Number of Reserve Components Submitting Items at a 90% Validity Rate or Higher

Data Item	Reserve Components Submitting at $\geq 90\%$ (7 Total Components)	Reserve Components Submitting at $< 90\%$
Reserve Category Code	7	N/A
Reserve Personnel Transaction Type Code	7	N/A
Person Birth Date	7	N/A
Ready Reserve Service Projected End Date	7	N/A
Standby Reserve Status Begin Date	7	N/A
Pay Plan Grade Identifier	7	N/A
Retired Reserve Status Begin Date	6	Navy Reserve
Active Duty Begin Date	6	Navy Reserve
Uniformed Service Initial Entry Date	6	Coast Guard Reserve
Enlisted Reserve Service Agreement Begin Date	6	Army Reserve
Active Duty End Date	5	Army National Guard, Navy Reserve
Selected Reserve Service Projected End Date	5	Navy Reserve, Coast Guard Reserve
Home Mailing Address	5	Navy Reserve, Coast

		Guard Reserve
Reserve Forces Initial Entry Date	4	Army Reserve, Marine Corps Reserve, Coast Guard Reserve
Military Service Characterization Code	4	Army National Guard, Air National Guard, Air Force Reserve
Separation Program Designator Code	3	Army National Guard, Army Reserve, Air National Guard, Air Force Reserve

Note: N/A = Not Applicable.

Figure 2.1a Reserve Components by Pay Grade that Report Less than 90% Validity

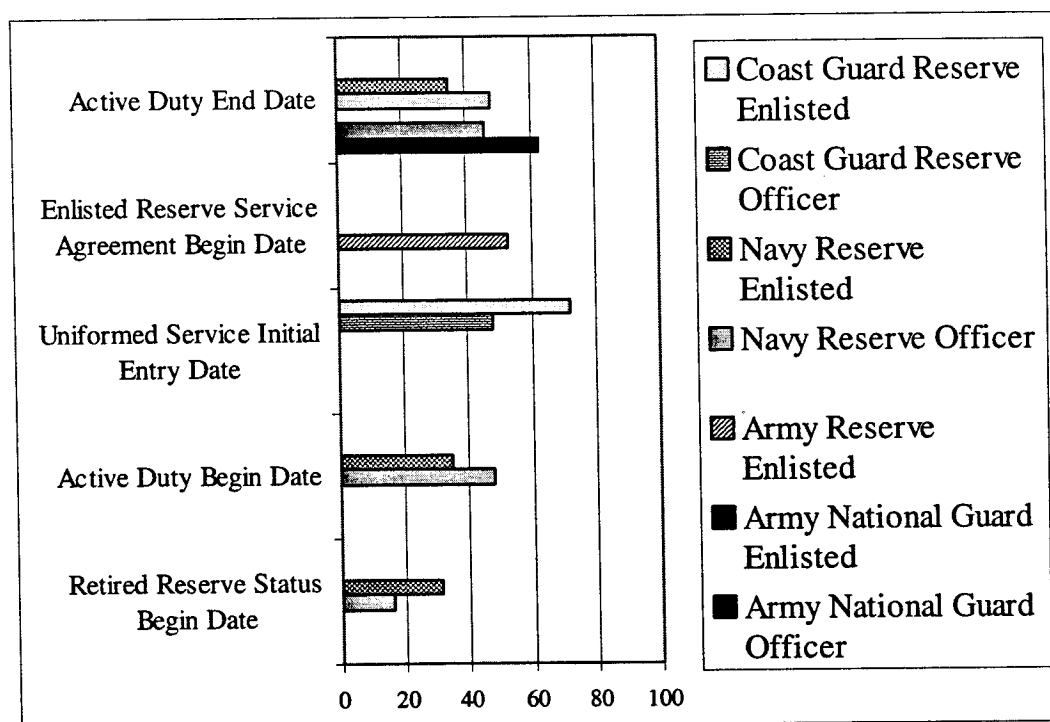


Figure 2.1b Reserve Components by Pay Grade that Report Less than 90% Validity

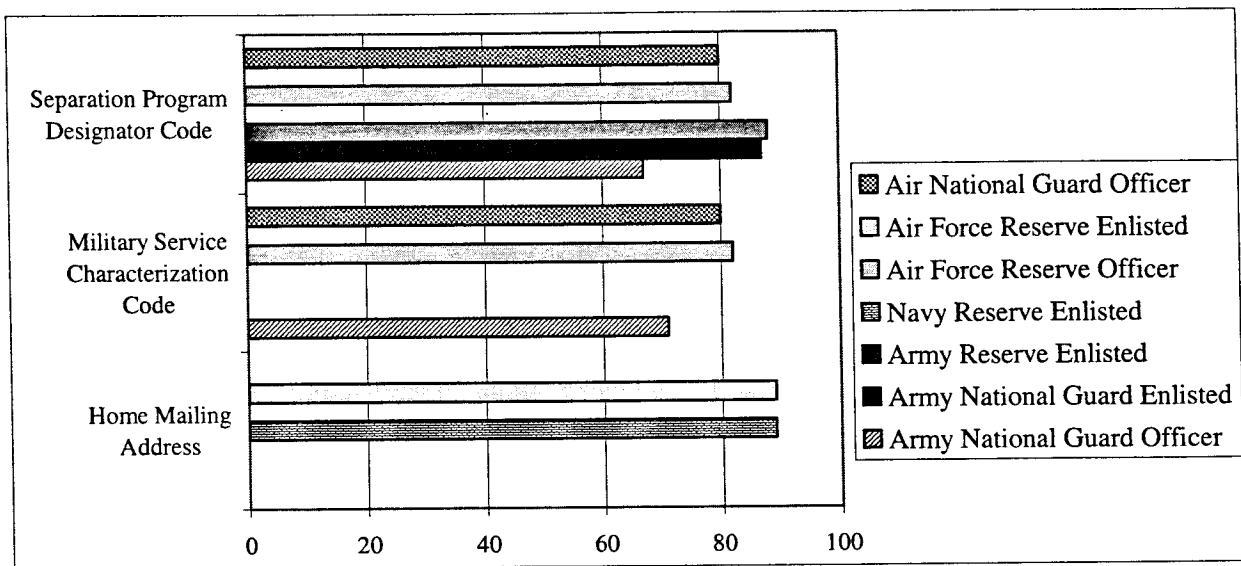
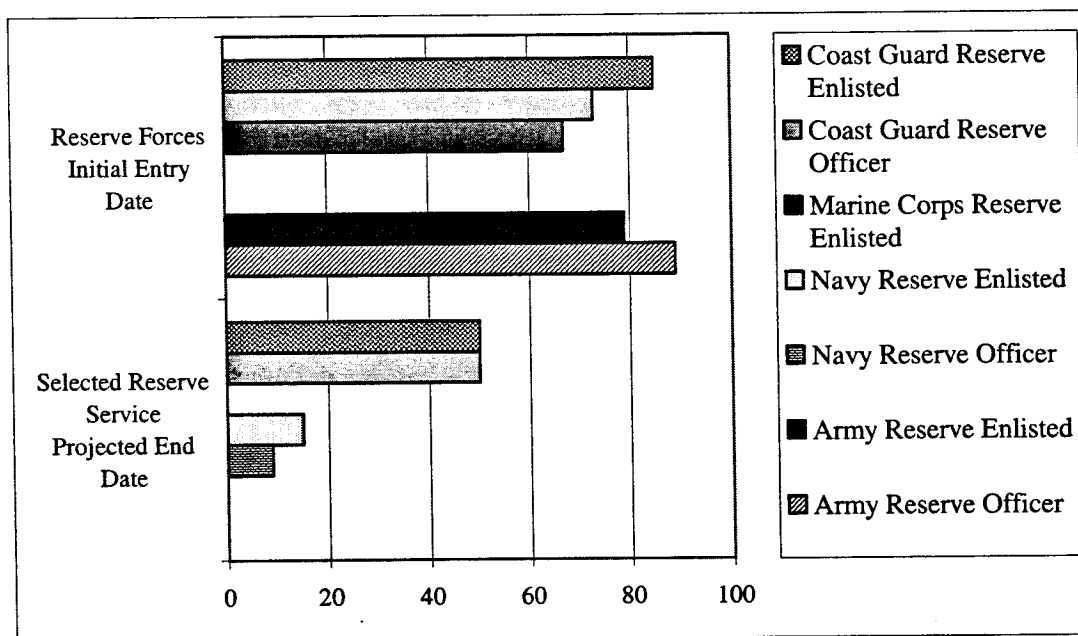


Figure 2.1c Reserve Components by Pay Grade that Report Less than 90% Validity



Military Services Efforts to Improve Data Quality

The Military Services have different levels of internal quality control programs in place to review the data prior to submission to DMDC. The Army, Army National Guard, Marine Corps, and Marine Corps Reserve have the following internal controls in place. The Air Force, Air National Guard and Air Force Reserve have some of the following internal controls and are adding more with each system release (every 3-6 months).

Analog validation takes place prior to any updates to a member's record that will impact their pay and/or benefits. This validation ensures the validity of the update request and that the proper source documentation is provided to support the request. Input validation occurs when the data is entered for update to the personnel system. At the front end the data is checked to ensure it is part of an expected domain set. At the back end the data is checked a second time against source documentation. Any invalid transactions are sent back for correction.

Submission validation happens after the data is extracted from the personnel system for submission to DMDC. This check verifies the value and format of each record against the standards published in DoDI 1336.5 and 7730.54. Each of the Active and Reserve Components of the Military Services are invited to have a military member at DMDC West as a liaison between the Military Services personnel centers and DMDC. For those Military Services that have a liaison at DMDC, a final check for format and validity is performed.

In addition to some of the above quality control procedures, the Navy has both daily and monthly data validation processes. The focus of this validation is mainly pay related data. Feedback reports are sent to the Naval Reserve to reconcile the data between DMDC and the Naval Reserve Component.

Air Force Efforts to Improve Data Quality

Air Force has focused a large effort into fixing the shortcomings of MilPDS. Using the recommendations of Software Engineering Institute (Carnegie-Mellon), the Air Force Personnel Center instituted a major reorganization that incorporated a redesign in software development and requirements processing. This has added focus and discipline to fixing the many problems encountered with the implementation of MilPDS. They are actively working to fix the processes that corrupt data and make the validity checks more robust. They are also adding consistency checks and documenting work around procedures for local personnel offices. They have made significant progress on the pay-affecting system problems and are working closely with the Defense Finance and Accounting Center to eliminate the remaining pay issues. While work continues on the problems with the automatic generation of transactions files, they have developed a way to recreate transactions and build a file for DMDC. As mentioned earlier, testing is complete for Air Force Active Duty and underway for the Air National Guard and the Air Force Reserve. Their expectation is to be complete and start up weekly submissions in Fiscal Year 2004.

Navy Efforts to Improve Data Quality

Within the last 18 to 24 months, Navy has been more aggressive in attempts to resolve data issues, not just with DMDC, but with also with the Defense Finance and Accounting Service (DFAS) and the multiple systems within the Navy. Data integrity and validation is a complex issue requiring significant time and resources, including programming changes. Regular and timely feedback reports are essential. Currently there is no formal defined monthly reconciliation process between Navy and DMDC to work data related problems. Navy data resource managers will work with DMDC to define that process and implement a plan to improve data integrity.

DMDC Efforts to Improve Data Quality

DMDC recognizes that there is always room for improvement and is continually striving to better current processes to ensure the highest data quality. For DMDC file managers, the validation logic and edits that are used are reviewed on a regular basis. Reports are generated to catch any anomalies that may pass through the edits and validation logic. A current effort by the DMDC Reserve and Active Duty File Managers to improve data quality is to provide data quality reports via the Web to designated Military Service points of contact. These reports will provide statistics on the submission files, and allow the users to drill down to the SSN-level in a completely secure environment. Users will then be able to correct data quality issues for a re-submission or for the next submission. These reports will be in place by the end of Fiscal Year 2004.

DMDC has formed working relationships with outside agencies to verify the accuracy of submitted data. DMDC recently began comparing data submitted to DEERS against data from the Social Security Administration (SSA). A sample of personnel records, including their name, date of birth, gender, and Social Security number are compared to the SSA information. If the SSA verifies the data matches, a notation is made in DEERS. Discrepancies are referred to the Service liaisons for resolution.

DMDC is constantly working to improve data quality. In 2003 DMDC began a process to detect any potential errors introduced by the process of loading the Service submission files into the DEERS database. This includes creating an extract from the DEERS database and comparing it to the original master file submission. Any differences highlight possible processing errors which are then corrected.

Another DEERS effort relates to "TNEX" – the next generation of TRICARE contracts. A DEERS data quality team has been formed to review medical data that will be used to support the TNEX database. The data quality team is working closely with the Quality Assurance team to not only cleanse the data that will be used to populate the new database, but to also build into the application data quality controls.

In addition, there are a variety of vehicles in place to allow members and designated Military Service users to update a member's data if it is determined to be incorrect. A primary vehicle for the correction of data is the DMDC Support Office (DSO). DSO has evolved from a data processing center to a world-class Contact Center. The DEERS

Eligibility Call Center was established in 1980 to assist Medical, Dental, and Personnel Centers to check eligibility of their members. A Beneficiary Call Center was created in 1984 to directly assist beneficiaries with questions concerning DEERS and in updating their DEERS records or correcting data discrepancies. A Field Support Section was created to assist the DEERS Medical & Personnel Project Officers and Verifying Officials. In 1985 a section was created in conjunction with the OCHAMPUS Office of Program Integrity to assist with dealing with Fraud and Abuse issues and responding to Congressional inquiries. This was later expanded to include responding to beneficiary mail and inquiries.

Today's DSO is the touch-point which integrates all of these disparate systems. It provides support to all parties – Service members, family members, other beneficiaries, medical and dental centers, Verifying Officials for DoD ID card issuance, TRICARE support operations, Congressional offices, Offices of the Secretary of Defense and the Service Secretaries, the Department of Veterans Affairs, the Social Security Administration, the Centers for Medicaid and Medicare, and most State Welfare Agencies. The nature of this support falls into three categories: immediate correction of records; analysis to determine if a correction is appropriate or to resolve complex issues; and, beneficiary support for mass mailings, or other special requests. The average number of DEERS data corrections made through DSO is 15,000 per month.

The Real-Time Automated Personnel Identification System (RAPIDS) was established in 1981 to implement a more secure method for producing identification (ID) cards and to reduce potential fraud, waste, and abuse associated with military members and their dependents. RAPIDS is the software that is used by military ID card offices to modify existing personnel information in DEERS, to generate ID cards, and to provide related personnel support to persons who are eligible for Uniformed Services benefits. RAPIDS is one of the primary means for updating information in DEERS. RAPIDS transactions account for over 90 percent of the on-line transactions that update the DEERS database. RAPIDS functionality has recently been restructured to only allow for updates to members that already exist in DEERS. Previously, RAPIDS allowed new members to be added to the database, which was causing an influx of inaccurate data due to inadequate data quality controls at RAPIDS data entry sites.

Other vehicles for data correction include websites such as the Montgomery GI Bill Online System that allow designated Military Service users to update information that affects whether or not a member receives their MGIB benefits.

DIMHRS

The Army will be the first Military Service to implement the Defense Integrated Military Human Resource System (DIMHRS). DIMHRS is a Department of Defense initiative to deploy a single, integrated, web-centric, personnel and pay system across all the Military Services and all Components. The Army has already begun transitioning to the Integrated TAPDB (iTAPDB) which will interface with DIMHRS.

Summary

In regards to timeliness, DEERS is available to capture data on a real-time basis and the objective is to work with the Military Services towards allowing for as many real-time updates as possible. However, the Military Services currently do not have the capability to provide data in as timely a manner as DEERS is prepared to receive it. DMDC feels strong encouragement is needed to get the Military Services to report on their personnel data as frequently as possible.

Data validity is an area that DMDC and the Military Services have control over. Validation processes, edits, and internal controls can all be established to ensure that submitted and received data meets the DoDI domain sets. The accuracy of data, whether or not the submitted data is correct for an individual, is much more ambiguous. DMDC and DEERS can do certain things to support the identification of inaccurate data, but accountability for the accuracy of the data lies with the Military Services. It is their responsibility to enlist, pay, promote, and separate members and along with this responsibility comes the requirement to collect and provide accurate data for their members to DMDC for the purpose of keeping DEERS updated.

Appendix A. Validity of Active Duty Data Elements Used by DEERS

Data Element	Army			Air Force			Navy			Marine Corps			Coast Guard		
	Off	Enl	%	Off	Enl	%	Off	Enl	%	Off	Enl	%	Off	Enl	%
Active Duty Base Date	98.7	99.7		99.9	99.9		87.1	99.8		99.8	99.9		99.6	99.7	
Uniformed Service Initial Entry Date	99.1	98.3		99.7	98.8		90.2	75.5		99.6	99.9		99.8	99.8	
Person Birth Date	99.6	99.7		100	100		99.9	100		99.9	100		100	100	
Uniformed Service Pay Grade Code	99.9	100		100	99.9		100	100		100	100		100	100	
Uniformed Service Organization Component Code	99.9	99.7		100	100		100	100		99.9	100		100	100	
Separation Program Designator Code	99.7	99.3		96.6	99.9		100	97.2		100	100		95.0	97.2	
Military Service Characterization Code	26.4	100		95.9	99.1		0.0	100		90.1	91.7		85.0	95.4	

Appendix B. Validity of Reserve Data Elements Used by DEERS

Data Element	Army National Guard			Army Reserve			Navy Reserve			Marine Corps Reserve			Air National Guard			Air Force Reserve			Coast Guard Reserve		
	Off	Enl	%	Off	Enl	%	Off	Enl	%	Off	Enl	%	Off	Enl	%	Off	Enl	%	Off	Enl	%
Reserve Category Code	100	100		100	100		100	100		100	100		100	100		100	100		100	100	
Person Birth Calendar Date	100	100		99	99		100	100		100	100		100	100		100	100		100	100	
Home Mailing Address	95	93		95	93		94	89		96	92		95	94		93	89		97	95	
Uniformed Service Initial Entry Calendar Date	100	100		97	98		95	96		100	100		100	100		100	100		48	72	
Reserve Forces Initial Entry Calendar Date	100	100		89	79		98	93		93	67		100	100		97	97		73	85	
Active Duty Begin Calendar Date	91	97		100	100		48	35		100	100		100	100		100	100		100	100	
Active Duty End Calendar Date	63	46		100	100		48	35		100	100		100	100		100	100		100	100	
Ready Reserve Service Projected End Calendar Date	100	100		100	95		100	100		100	94		100	100		100	99		100	100	
Enlisted Reserve Service Agreement Begin Calendar Date	100	100		100	53		100	93		100	99		100	100		100	98		100	98	

Selected Reserve Service Projected End Calendar Date	100	100	100	100	96	9	15	99	100	100	100	100	100	100	100	100	50
Pay Plan Grade Identifier	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Standby Reserve Status Begin Calendar Date	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Retired Reserve Status Begin Calendar Date	100	100	99	100	100	16	31	99	100	100	100	100	100	100	100	100	100
Reserve Personnel Transaction Type Code	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Separation Program Designator Code	67	87	100	100	88	100	100	100	100	100	80	100	82	96	95	96	96
Military Service Characterization Code	71	97	100	100	100	100	100	100	100	100	80	100	82	96	98	100	100

Appendix C. Table of Acronyms

DEERS	Defense Enrollment and Eligibility Reporting System
DFAS	Defense Finance and Accounting Service
DIMHRS	Defense Integrated Military Human Resources System
DMDC	Defense Manpower Data Center
DoDI	Department of Defense Instruction
DSO	DMDC Support Office
eMILPO	Electronic Military Personnel Office
IMAPMIS	Inactive Manpower and Personnel Management Information System
iTAPDB	Integrated TAPDB
MCTFS	Marine Corps Total Force System
MILMOD	Air Force Military Personnel Data System Modernization
NES	Navy Enlisted System
NPDB	Navy Personnel Database
NSIPS	Navy Standard Integrated Pay/Personnel System
OPINS	Officer Personnel Information System
RAPIDS	Real-Time Automated Personnel Identification System
SIDPERS 3	Standard Installation/Division Personnel System 3
TAPDB	Total Army Personnel Database